

 <p><b>HAWKE'S BAY</b> District Health Board Whakawāteatia</p>	<b>POSITION TITLE</b>		<b>Security Orderly</b>	
	<b>DIRECTORATE</b>	Support Services	<b>DEPARTMENT</b>	Emergency Department
	<b>REPORTING TO (operationally)</b>	Clinical Nurse Manager	<b>REPORTING TO (professionally)</b>	Security and Orderly Manager
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	<p>The primary role of the Security Orderly position is to provide Security Management and Orderly services (patient flow) to the Emergency Department at Hawkes Bay District Health Board (HBDHB)</p> <p>Staff reporting - Nil</p>			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li>To assist nursing staff and other health professionals by providing an efficient and effective security orderly service for the hospital's Emergency Department</li> <li>The Security Orderly will provide safe patient transportation and maintain good occupational health and safety practices in the Emergency Department</li> <li>To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Emergency Department.</li> <li>To ensure all HBDHB property and persons who attend HBDHB properties are at all times safe and secure in their environment. To ensure that a safe, professional and efficient security service is provided to the HBDHB and its staff.</li> <li>To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Emergency Department and Support Service.</li> <li>To provide timely quality customer service to patients, staff and stakeholders.</li> <li>To recognise and support the delivery of the Hawkes Bay Health sector vision.</li> </ul>			
<b>KEY DELIVERABLES</b>	<p><b>Security Orderly Practice</b></p> <ul style="list-style-type: none"> <li>Transport patients to and from areas of treatment on suitable transport, taking into account the patient condition and suitable wheelchair, bed or trolley conveyence.</li> <li>Ensure the safety of patients and patient support persons for the duration of the transport period, including ensuring that the appropriate patients have nurse escorts.</li> <li>Ensure that the appropriate patient notes/files/records are transported with the patient with due respect for privacy.</li> <li>Provide Mental Health watches as delegated by CNM/ACNM or RN on shift</li> <li>Assist with transferring of patients from one bed to another as required. (ie: Trauma patients from Stryker Stretcher, Pt off bed to CT Scanner table)</li> <li>Carry mobile phone / communication device at all times.</li> <li>Respond to calls and complete all tasks as required</li> <li>Replace medical gas cylinders, e.g. Oxygen, CO<sup>2</sup> as necessary.</li> <li>Collect all medical, general and recyclable waste, restocking trolleys.</li> <li>Change full linen bags of all soiled linen ready for collection and transport to the soiled linen holding area by the hospital orderly.</li> <li>Deliver bodies from ED to mortuary.</li> <li>Perform Orderly duties specific to the Emergency Department.</li> <li>The above list is not exhaustive of all Orderly duties but indicates the range and type of work content.</li> <li>Open and responsive to customer needs</li> <li>Demonstrate an understanding of continuous quality improvement.</li> <li>Work as part of a team and without supervision.</li> <li>Communicate effectively.</li> </ul> <p><b>Delivery of safe and effective services</b></p> <ul style="list-style-type: none"> <li>To ensure all HBDHB property and persons who attend the HBDHB properties are at all times safe and secure in their environment.</li> <li>Ensures all staff/colleagues maintain adequate safety standards on the job through consultation and training.</li> <li>Mandatory on-going security training, including Safe Practice Effective Communication (SPEC) Course</li> <li>HBDHB uniform will be issued and must be worn at all times while on duty</li> <li>No jewellery (except wedding band) or regalia to be worn while on duty.</li> <li>Ensures own and others safety at all times.</li> <li>Displays commitment through actively supporting all health and safety initiatives.</li> <li>Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision.</li> <li>Ensures own and others safety at all times.</li> <li>Complies with policies, procedures and safe systems of work.</li> <li>Reports all incidents/accidents, including near misses in a timely fashion.</li> <li>Is involved in health and safety through participation and consultation.</li> </ul>			

<b>KEY DELIVERABLES CONT...</b>	<p><b>Operational</b></p> <ul style="list-style-type: none"> <li>• Work effectively with internal and external workforce development groups.</li> <li>• Priorities may change at very short notice depending on multiple factors.</li> <li>• This is a physical role.</li> <li>• Additional tasks as reasonably delegated by Clinical Nurse Manager/Associate Clinical Nurse Manager or Registered Nurse as set out in the HBDHB code of conduct</li> </ul>	
<b>HEALTH &amp; SAFETY RESPONSIBILITIES</b>	<p>HBDHB is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> <li>• Not to do anything that puts your own H&amp;S at risk</li> <li>• Not to do anything that puts others H&amp;S at risk</li> <li>• To follow all health and safety policies and procedures</li> <li>• To follow all reasonable health and safety instructions</li> <li>• Physical requirements as per policy</li> </ul> <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>	
<b>KEY WORKING RELATIONSHIPS</b>	<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>• All HBDHB Staff</li> <li>• Clinical Nurse Managers</li> <li>• Registered Nurses <ul style="list-style-type: none"> <li>▪ Health care assistants</li> </ul> </li> <li>• Medical staff</li> <li>• Health Professionals</li> <li>• Administration Staff</li> <li>• District Health Board Management</li> <li>• Hospital personnel</li> </ul>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>• General Public</li> <li>• External Clinical personnel</li> <li>• Ambulance staff</li> <li>• Funeral Directors</li> <li>• Police</li> <li>• Contractors staff</li> <li>• Patients and Families – provide care and technical support under the direction and supervision of the clinical staff</li> </ul>
<b>DELEGATION AND DECISION</b>	N/A	
<b>HOURS OF WORK</b>	Rotating roster over 7 days/week	
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	In accordance with the E tū Union Multi Employer Collective Agreement (MECA) Security Orderlies salary scale – Grade 1 – 4 according to qualifications and experience.	
<b>DATE</b>	January 2022	
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	N/A	
<b>SCOPE &amp; COMPLEXITY</b>	<ul style="list-style-type: none"> <li>• Provide excellence in customer service</li> <li>• Work professionally with all staff, general public, external clinical personnel and vendors</li> </ul>	

## ESSENTIAL CRITERIA

### Qualifications

- Level 3 NZQA Security Qualification preferred however experience can be gained on the job

### Experience

- Good computer skills including Microsoft office

### Key Attributes

- Good communicator
- Calm manner
- Respectful
- Kind
- Caring
- Works in partnership with key stakeholders

### Effectively Engaging with Māori

- Demonstrates the ability to engage effectively with Māori staff and patients.
- Demonstrates ability to apply the Treaty of Waitangi within the Service.
- Shows commitment to, and demonstrates the behaviours of the health sector.

### Physical requirements for role:

- Good physical fitness a must

### Vaccinations Requirements

- Annual Influenza Vaccine
- COVID



## Our Vision and Values

*Te hauora o te Matau-a-Māui: Healthy Hawke's Bay*

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



### HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

### ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

### RARANGATE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

### TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.